

## FEEDBACK 2

This was the feedback from the user named Sofia who helped us in improving the functionality of cancel button.

This is the conversation that we had with her.

The screenshot shows a Gmail inbox with the following details:

- Compose** button is visible.
- Inbox** is selected in the sidebar.
- Labels** section includes Starred, Snoozed, Sent, Drafts, Purchases, and More.
- Upgrades** link is present.
- Search mail** bar at the top.
- Message 1:** Subject: Problem With Canceling an Order on the Website. From: Sofia <sofia.shah1511@gmail.com> to 202412101@dau.ac.in. Sent: 12:54 PM (41 minutes ago). Body:

Hey Greencart,

I wanted to report an issue I encountered while trying to cancel an order on your website. The cancellation option was either not visible, not functioning properly, or not allowing me to complete the cancellation process. Because of this, I was unable to cancel my orders which I placed by mistake.

I'm sharing this feedback so your team can look into the order cancellation workflow and ensure it works smoothly for users.

Thank you,  
Sofia
- Message 2:** Subject: 2024 12101. From: 2024 12101 to me. Sent: 1:02 PM (33 minutes ago). Body:

Hi Sofia,

Thank you for informing us about the issue you experienced while trying to cancel your order. We appreciate you taking the time to share this feedback.

Our team will review the order cancellation process to identify what caused the difficulty and ensure that users are able to cancel or modify their orders without any problems. Your input is valuable in helping us improve the overall functionality of the website.

If you continue to face issues or have any additional feedback, please feel free to reach out.

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If you continue to face issues or have any additional feedback, please feel free to reach out.

Thank you once again for bringing this to our attention.

Best regards,  
NexTech - GreenCart Team

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Buttons at the bottom: Thank you for your response., Thank you for your assistance., Thanks for your support.

Buttons at the bottom: Reply, Forward, Chat icon.